



VENTILATION HYGIENE ELITE SCHEME

YOUR HANDBOOK TO REGISTRATION



WELCOME TO BESCA

BESCA, Building Engineering Services Competence Assessment Ltd was established in 2006 by the Building Engineering Services Association (BESA).

Acting as an independent UKAS accredited certification body as part of the wider BESA Group, BESCA aims to help businesses and individuals within the UK to meet industry standards, ensuring compliance and promoting best practice within the building engineering services industry.

APPROVED BY BESCA

Becoming a VHE Approved Member is for those businesses that want to set themselves apart from their competitors and gain a competitive edge by adding value to their operations through compliance and quality assurance with recognised industry standards.

BESCA works hard on your behalf promoting your business to clients and contractors and lobbying government on industry issues.

PURPOSE OF THIS HANDBOOK

This handbook sets out the Scheme requirements and application process involved to join the BESCA Approved Ventilation Hygiene Elite Scheme (VHE).

BENEFITS

- ✓ Improve the service you offer clients by demonstrating the highest level of compliance and competence.
- ✓ Receive a TR19® Certificate of Company Registration, offering your clients complete peace of mind
- ✓ Grow your business thanks to the increasing number of clients and insurance companies specifying TR19®
- ✓ Safeguard your business and reduce risk of prosecution and liability
- ✓ VHE system generates TR19® Certificate of Cleanliness for registered works – this can be used in Post-Clean Verification Reports (PCVR)
- ✓ Improve reporting and highlighting of next cleaning dates to ensure continuity of business
- ✓ Access to the latest industry information, plus discounts on the latest publications and BESA training Use the
- ✓ BESCA VHE Quality Mark and feature on the BESCA Vent Hygiene register
- ✓ Get prioritised access to the technical helpdesk
- ✓ Save time, which you can re-invest in your business
- ✓ Free copy of the new TR19® Specification & Guide to Good Practice upon joining

SUPPORT

Should you need help with registration or require assistance with the information contained within this handbook, our BESCA support team are just a phone call away on **01768 860457**.

VENTILATION HYGIENE ELITE SCHEME

The internal cleanliness of ventilation systems is considered **important** for human comfort and health, energy consumption, system service life and for cleanliness of operations and processes carried out in the ventilated area.

Corporate Manslaughter legislation places a much greater corporate responsibility and business risk on organisations for failure to comply, particularly where inadequately cleaned systems heighten the risk and spread of fire.

The BESCA **Ventilation Hygiene Elite Scheme** provides reassurance to clients, specifiers and contractors that VHE registered businesses have demonstrated compliance with TR19® Specification & Guide to Good Practice and all current legislation to ensure ventilation hygiene standards are achieved.

THE SCHEME COVERS NOTIFIABLE SYSTEM WORK ON:

- ✓ Grease Extract
- ✓ General Supply
- ✓ General Extraction
- ✓ General Re-circulation

VHE ELIGIBILITY & REQUIREMENTS

Open to both BESA members and BESA non-members

You will need the following to get started:

- **Company details including registered address**
- **Details for admins who will be registering your work on the system**
- **Direct debit details for notification fees**
- ✓ VHE Approved companies must demonstrate personnel have the appropriate training, skills and experience that are required for the task they undertake
- ✓ Training and technical competence records to be uploaded at registration to ensure recognised training has been undertaken and documented or the period to have undertaken training is agreed
- ✓ Applicants must provide evidence they are correctly insured - £2m public liability and employers liability (as appropriate)
- ✓ Applicants must demonstrate compliance with TR19®
- ✓ You can download the list of qualifications, competencies, experience and other requirements from www.besca.org.uk/schemes/besca-approved-ventilation-hygiene-elite

REGISTRATION PROCESS



REGISTRATION PROCESS GUIDE

STEP 1: APPLICATION

Register at besca.org.uk and complete the application process.

Contact BESCA on **01768 860457** if you need any assistance with your application.

The BESCA team will make contact with you to arrange payment of the membership fee if required.

STEP 2: APPLICATION REVIEW

BESCA will undertake a review of your application and information provided to check that the business meets the scheme requirements to become a VHE Approved member.

If your business is a member of BESA and has already undertaken a Competence Assessment Scheme audit based on ventilation hygiene. Entry onto the Ventilation Hygiene Elite Scheme may be able to be made on a 'deemed to satisfy' basis.

STEP 3: FIRST 5 AUDIT (ALSO USED AS ELEVATED COMPLIANCE SURVEILLANCE)

VHE Approved Members will be required to demonstrate their understanding, knowledge and compliance with TR19®.

On commencement of membership, BESCA will carry out desktop audits (DTAs) on the 1st 5 notified works by VHE Approved Members.

During this stage, please be aware of the following;

1. VHE Members will be asked to upload a copy of the PCVR at the point of notification
2. Real-time delivery of TR19® Cleanliness of Ventilation Systems Certificates is suppressed
3. DTA carried out on notified works and associated PCVR to ensure compliance with TR19®

At this stage BESCA will either:

- a. identify and assist you with remedial actions required until TR19® compliance is met
 - b. confirm TR19® compliance
4. Once TR19® compliance is met or confirmed, BESCA will release the TR19® Cleanliness of Ventilation Systems Certificate to the VHE Registrant
 5. This process will continue until the 5th DTA is completed and TR19® compliance confirmed

At this stage BESCA will:

- a. Reinstate real-time delivery of TR19® Cleanliness of Ventilation Systems Certificates at the point of notification

STEP 4: TECHNICAL AUDIT

The BESCA team will contact you to organise your technical audit. Two technical audits are required over the first two years of becoming a VHE Approved Member.

The technical audit cycle is as follows:

1. within your first 6 months of becoming a VHE Approved Member.
2. the second technical audit will be scheduled for the first 6 months of the VHE Approved Member's second year. This is to establish a "clean track record".

The technical audit will comprise of two parts:

1. TR19® compliant reporting – DTA on Post Clean Verification Reports
2. Video "walkthrough" of completed works (same job as audited PCVR)

Outcomes

Once the audit is complete (at either stage 1 or 2 of the audit cycle above) you will receive an Audit Report from BESCA (not the auditor) which will state the outcome of the audit and identify remedial actions if required.

For example:

- a. "Clean track record" confirmed
 - i. VHE membership can continue as normal
 - ii. Technical audit will be carried out on a triennial cycle.
- b. Elevated Compliance Surveillance
 - i. Your company does not fully comply with TR19®. The auditor's assessment will identify the specific areas of non-conformance to TR19® and the BESCA team will assist you with remedial action for you to meet the requirements of TR19®.
 - ii. The non-compliant part(s) of your audit will be submitted for re-audit.
 - iii. **Your company will be required to repeat "STEP 3: 1st 5 Audit" process.**
 - iv. If your company is still unable to meet the requirements of TR19® you will be suspended as a VHE Approved Member. You will be unable to display the VHE Quality Mark and will be removed from the VHE register.
 - v. An additional membership fee will be required to re-apply for VHE Approved Membership.

When preparing for audit, consider the following:

- The auditor will start your audit at part 1 above so that TR19® reporting compliance can be ascertained.
- It is therefore good practice to ensure that your PCVR's meet the requirements as set out in the VHE TR19® PCVR Guidance Model.
- Following this, the audit involves a review of the video "walk through" (part 2 above) to ensure it reflects the reporting in part 1 of the audit and therefore demonstrates that the works being audited meets the requirements of TR19®.
- The nominated responsible person for signing of the cleaning work should carry out the video walk through.

BESA MEMBERS

Existing BESA members will qualify for the scheme if they meet the criteria of the Competence Assessment Standard (CAS) by being compliant with the technical audit.

NOTE: Any BESA member audited before September 2019 will require a re-audit.

STEP 5: VHE APPROVED MEMBER

- You will be issued with a certificate of registration and can be promoted as a Ventilation Hygiene Elite
- Approved Member and use the VHE Quality Mark.
- BESCA will register your details to a public database of registered Ventilation Hygiene Elite companies and you can start notifying your jobs at besca.org.uk.

NOTIFICATION OF SITES CLEANED

- Upon confirmation of becoming a VHE Approved Member you will be issued with login details for BESCA's online notification service that will allow you to register TR19® compliant notifications of works for certification.
- Upon completion of the registration of works, the system will generate a BESA TR19® Cleanliness of Ventilation Systems Certificate.

This will be available to:

1. BESCA
2. The VHE Approved Member

The VHE Approved Member can then make it available to:

3. The VHE Approved Member's client
4. The insurance underwriter (where appropriate)

The VHE system allows VHE Approved Members to store and recall TR19® Cleanliness of Ventilation Systems Certificates for all certified works containing evidence of the date, time and location of each clean etc.

POST CLEAN VERIFICATION REPORTS (PCVRS)

Registrants may use their own PCVR but all PCVR's must comply with the requirements of BESA TR19®.

VHE Member Companies are encouraged to use the TR19® PCVR Guidance Model which is available to all members.

PCVR's for notified works will be requested as part of the required on-going surveillance – please see STEP 6 for more details.

STEP 6: ONGOING SURVEILLANCE

BESCA will carry out monthly surveillance to ensure that your business continues to meet the requirements of VHE and TR19®.

This surveillance selection will comprise of the following:

1. Monthly DTA on up-to 5% of registered works
2. The audit sample will be automatically, randomly selected by the VHE system
3. VHE Approved Members will then be requested to upload PCVRs for each of the randomly selected works
4. DTA carried out on notified works and associated PCVR to ensure compliance with TR19®
5. DTA report issued identifying any remedial actions or confirming compliance with TR19®
6. BESCA will assist you with any remedial actions required until the requirements of TR19® are met

BESCA can trigger the Elevated Compliance Surveillance depending on the number of non-conformities that arise from the DTA.

- The surveillance should include but not limited to:
- Details of the system(s) to confirm a relationship with TR19® Cleanliness of Ventilation Systems Certificate lodged with BESCA
- Examination of the pre and post photographic evidence within the PCVR that clearly identifies the time, date and location
- Examination of the pre and post deposit thickness as deemed necessary
- Examination of the schematic drawing so that it represents a true account of the related system cleaned and details of access and deposit thickness test points
- Clear and defined evidence throughout the report that identifies the areas cleaned in full and highlighted areas with supporting evidence on areas that have not been cleaned
- Examination of the advised frequency as set out within TR19®

FURTHER INFORMATION

STANDARDS AND OTHER DOCUMENTS:

The standards and documentation that underpin BESCA Approved Ventilation Hygiene Elite scheme is available on BESCA's website at www.besca.org.uk

- ✓ Ventilation Hygiene Elite Terms of Registration
- ✓ Ventilation Hygiene Elite Code of Conduct
- ✓ Ventilation Hygiene Elite Application Form and Schedule of Fees
- ✓ BESCA Complaints and Appeals Policy and Procedures

BESA TR19 Cleanliness of Ventilation Systems is available from: www.thebesa.com/knowledge

BESA TRAINING APPROVED COURSES

www.thebesa.com/training

Air Hygiene Operative (AHO)

Air Hygiene Technician (AHT)

Grease Hygiene Operative (GHO)

Grease Hygiene Technician (GHT)

BESCA SUPPORT TEAM

Tel: 01768 860457

Email: info@besca.org.uk

Website: besca.org.uk

Old Mansion House,
Eamont Bridge,
Penrith,
Cumbria CA10 2BX

BESCA is committed to ensuring that your privacy is protected. To find out more about how we process your data and your rights, please see our online privacy policy at: www.besca.org.uk/complaints-and-appeals/privacy-policy/